Summit Lifts, Inc.

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"TAKING YOU TO NEW HEIGHTS"

QMS Field Service Bulletin

Trouble shooting tips for unit not running in either direction
Time: 15 - 45 minutes

Tools Needed: **Philips screwdriver, volt-ohm meter**
Parts Needed: **Wiring Diagrams**

The list below reflects the problems we have seen starting with the most common and working our way down to the most rare. Most of these are related to safety devices on the equipment that are simply doing their function in protecting users and bystanders from harm. Most of the wires causing problems in this area are related to yellow wire circuits.

Always remove power before troubleshooting.

- A "slack cable" safety device stops the lift from running if any slack is sensed in the cable. This can occur if the lift hits something, is bound up in the track, or the lift is pushed uphill. NEVER PUSH A LIFT UP THE TRACK. To reset the device, do the following: Remove the rear cover panel by taking out the 4 phillips head screws. BE CAREFUL NOT TO DROP ANY SCREWS OR WASHERS IN THE TRACK OR LIFT. Turn the belt clockwise until the cable is fully wound tightly on the drum and the lift begins coming up the track. Always double check to make sure the cable has not skipped a groove on the drum. A loud click will often occur indicating the safety device has been reset. The lift should now run. Especially check this first if the lift is at the bottom of the track when you arrive. Always lube the track after fixing this problem.

- If the lift is all the way at top of track and won't run, it may have hit the final limit – meaning it has run too far up. Remove rear cover panel by taking out the 4 phillips head screws. BE CAREFUL NOT TO DROP ANY SCREWS OR WASHERS IN THE TRACK OR LIFT. Turn the belt counterclockwise 3-4 turns, lowering the lift down the track about 1". (If the lift doesn't move downhill, stop. The lift has slack cable and you must follow the steps in the item listed above for resetting the slack cable.) The lift should now run. Lower the top switch cam about 1/2" to keep problem from recurring.

NOTE: On DC units, both of the above problems will be clued by hearing the relay pull in, but the lift does not move, when the control switch is pushed in.

NOTE: On AC units, a relay pulling in, but the lift not moving invariably points to a bad relay.

- Check the fuse on the AC lift or the resettable circuit breaker on the DC unit. On the DC unit, a chattering will usually occur when the breaker is set. Simply push the small black button located just below the seat cushion on the uphill side of the chassis.

  On the AC unit, the green light will be off. Remove the power cord from the top of the track. Pull out the small drawer on the receptacle and check to see if the fuse is good. The first fuse you see is a spare, the second fuse in the back is the live fuse.

- On DC units, check to see if the batteries are good. Individual batteries measured at under 12 volts need to be charged or replaced.

- Check the seat to make sure it is in the locked position while facing forward. The lift will not run either direction if this is not in place. If the lift still does not run, take the seat off and check to make sure the seat wire is plugged in and the swivel switch is not damaged. You can check the swivel switch by laying the seat down on its back and actuating the swivel arm – making sure the switch actuator is being contacted by the swivel arm tab.

Please call our Service Department toll free at 866-378-6648 with any questions.